Juniper Technical Support Fundamentals (JTSF)

ID JTSF   **Prix** US $ 2 000,– (Hors Taxe)   **Durée** 2 jours

A qui s'adresse cette formation

- Individuals who want a basic understanding of Technical Support skill set
- Individuals who want to learn Junos OS and support Juniper networking technologies and products

Pré-requis

- Basic networking knowledge and an understanding of the OSI reference model and the TCP/IP protocol suite; and
- Getting Started with Networking e-learning course

Objectifs

At the end of this course, you should be able to :

- Describe Juniper hardware and software products.
- Describe the job of a Technical Support Engineer.
- Describe Linux administration fundamentals.
- Describe networking device fundamentals.
- Describe Linux networking concepts.
- Describe Junos OS architecture, Juniper hardware components, and J-Web.
- Perform Junos OS administration tasks using the CLI.
- Perform process-based troubleshooting tasks.
- Perform basic network troubleshooting tasks.
- Describe the Juniper Technical Assistance Center (JTAC) organization structure and support model.
- Demonstrate effective customer communication skills.

Contenu

1 Course Introduction

2 Introduction to Juniper Products

- Describe Juniper products, solutions, and services

3 Requirements of a Technical Support Engineer

- List the expected technical capabilities
- Identify the expected behaviors

4 Linux System Administration Fundamentals

- Identify the components of an OS
- Manage users and permissions
- Explain the Linux filesystem and file permissions
- Manage Linux processes
- Manage software packages

- Lab 1: Using the CloudShell Lab Environment (Optional)
- Lab 2: Linux Administration Fundamentals

5 Networking Device Fundamentals

- Explain ARP protocol and identify the various fields in the header
- Explain the working of DHCP protocol
- Explain the working of DNS protocol
- Differentiate between HTTP and HTTPS protocols
- Describe the traffic flow through a Switch
- Describe the traffic flow through a Router
- Describe the traffic flow through a Firewall
- Explain ping, traceroute, and tcpdump utilities

- Lab 3: Capturing and Analyzing Network Traffic

6 Linux Networking Fundamentals

- Configure IP addresses
- Describe Linux networking basics: bridging, routing, and security
- Describe name resolution (DNS)

- Lab 4: Exploring Linux Networking Basics

7 Introduction to Junos OS Architecture

- Describe the Junos OS architecture
- Identify the major hardware components in Juniper products
- Explore the Junos J-Web user interface

8 Introduction to Junos OS CLI

- Explore the Junos CLI operational mode
- Explore the Junos CLI configuration mode
- Configure basic system settings, interfaces, and static routes

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- Configure and analyze system logging, traceoptions, and packet captures

- Lab 5: Introduction to Junos OS CLI

9 Troubleshooting as a Process

- Describe process-based methodology
- Describe common troubleshooting steps

10 Basic Network Troubleshooting

- Troubleshoot a communication flow between two PCs connected by a switch, a router, and a firewall
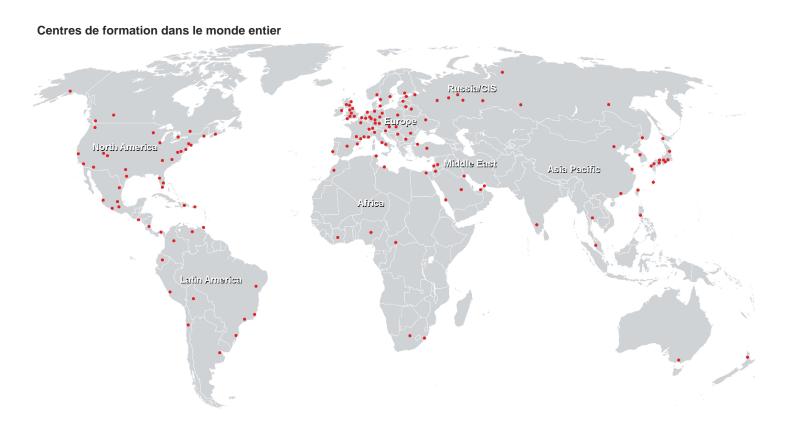
- Lab 6: Basic Network Troubleshooting

11 Overview of JTAC

- Identify the Global Support Organization structure
- Describe the JTAC support model
- Navigate Juniper Support Portal and other tools
- Describe the RMA process

- Lab 7: Walk-Through of JTAC Support Portals

A Effective Customer Communication

- Demonstrate effective use of phones for audio communication
- Demonstrate effective use of e-mails for business writing
- Identify the principles of time and priority management

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Centres de formation dans le monde entier

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